

Parent instructions for the use of ZOOM

Zoom is the chosen video conferencing program by which Junior School staff will conduct face to face parent teacher interviews. To facilitate the Parent Teacher Interviews process please follow the following instructions.

INSTRUCTIONS

1. Prior to your scheduled Parent Teacher interviews download the Zoom program onto your laptop / phone or tablet. *Skip this step if you already have the Zoom application / program installed.*
2. Open the application / program and follow any additional set up procedures. *Skip this step if you already have the Zoom application / program installed.*
3. Print out your child's interview times from the myBMG- **Parent Portal** on the school website. It will contain a **Meeting ID** as a 'Room' for all of your scheduled interview time/s. Displayed below for an example of a possible format of your printout.



Example:

Parent Name
Tuesday September 15, 2020 at 4:30pm – Room https://mybmg.zoom.us/j/1234567890 , Mr Albert Einstein – (SMAMGE709) Physics, Your Childs name.

4. Copy and enter the relevant **Meeting ID Number** in the appropriate box and then **Join** the meeting just **prior** to your scheduled interview time. Please ensure you enter your first and last name in the **Enter your name box** or the name of your child.

Zoom ×

Join Meeting

↕ 

Do not connect to audio

Turn off my video

5. Once you have joined the meeting you will then be transferred into a waiting room. When the time of your interview is scheduled to begin the staff member will admit you into the video conference and the interview can commence. Please enable your microphone and video while in the waiting room.

TROUBLE SHOOTING

It is inevitable that technical issues will arise when using any video conferencing software like Zoom.

You may experience the following issues:

- Video and microphone issues
- Incorrect Meeting ID used
- Internet connection issues
- Frozen screen and software malfunction

To remedy the situation:

Close the Zoom application / program completely. Re start the program and re-enter the relevant Meeting ID exactly.

If this process does not remedy any of the issues please email the staff member to organise a phone conversation to be conducted on another day.